

The What and Why of a Statewide Website



**LSC TIG Conference
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Road Map

1. The **What** and **Who** of a Statewide Website
2. The **Why**
3. But Wait...Does the Internet Really Work?
4. The **How** (Client Sites)
5. The **How** (Advocate and Pro Bono Sites)
6. What's Next?

Part 1.

The **What** and **Who** of a Statewide Website

Project history

- ❑ LSC Technology Initiative Grant program (TIG) established to encourage use of tech to strengthen delivery systems of state justice communities
- ❑ Statewide websites were one funding category.
 - Envisioned as the backbone of state justice communities' technological capacities and essential to expanding access to and quality of legal services.
- ❑ TIG has funded development of two templates – LawHelp (PBN) and OST (Kaivo)
- ❑ TIG has also supported adaptation and implementation by states

Statewide website goals

- ❑ One tech platform supports all programs in each state
- ❑ Statewide collaboration by all major access-to-justice players in each state
- ❑ Create pathway that millions of low-income people can use to find help with legal problems
- ❑ Support networks of legal aid advocates
- ❑ Expand use of private attorneys – full representation
- ❑ Aggregate and share content statewide
- ❑ Platform for rolling out future innovations



Your Maine Legal Help Resource

Welcome

Use HelpMELaw to find:

- People who may be able to help you with a specific legal problem
- Information about laws that affect you

To find help on a specific legal topic, click on ["Search"](#).

To browse our library of legal materials, click on ["Legal Library"](#).



Search:


Try our search tool to find what you are looking for.



Legal Library:

Browse our library and find easy-to-read information about Maine laws.

Information for clients



Helping low and moderate-income D.C. residents solve civil legal problems

Who We Are | Feedback | News

Other states | Intake Workers | Help | Legal Aid Directory | ProBono.Net/DC

For lawyers and legal advocates.

Search

Welcome! This website helps low and moderate-income D.C. residents find legal help and information.

If you have been displaced by Katrina and are seeking assistance related to the hurricane, call 202.328.7272.

If you are a Maryland resident, click [here](#) for a link to the Maryland Legal Help website.

If you are a Virginia resident, click [here](#) for a link to the Virginia Legal Help website.

News

Jan 16, 2006 ~ Family Crisis Services p
Brunswick [Times Reco](#)

Jan 15, 2006 ~ Keeping the dream alive
(Michael Michaud colum

Jan 14, 2006 ~ The Worst Hard Time
(book review)



Oklahoma Lawyers Making Equal Justice for all a Reality

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Pro Bono Opportunities Guide

Practice Areas:

Advocate Resource Center

Asylum Law

Death Penalty

Healthlaw

Prisoners' Rights

Self Help Support

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go

Welcome to probono.net/ok the latest Oklahoma on-line resource for attorneys volunteering to meet the civil legal needs of low-income Oklahomans. This site's mission is to support lawyers participating on *pro bono* panels throughout Oklahoma.

For full access to the Advocate Resource Center, Oklahoma's Civil Law Practice Area, and other password protected areas of this site, **join probono.net/ok** today. It's a simple on-line form to indicate your *pro bono* affiliation.

Not on a *pro bono* panel? Check out the **Pro Bono Opportunities Guide** for Oklahoma organizations that need lawyers, law students, and other volunteers.

Visit the **Advocate Resource Center (ARC) Practice Area** in the left column to access our law **Library**. [Click here](#) to see What's New! in the **ARC Library**.

Oklahoma Justice Award

At the Oklahoma Bar Association's Annual meeting, November 4th, William G. Paul was named the first winner of the Oklahoma Justice Award for his impressive leadership of the Campaign for Legal Aid, a three-year fund drive which has garnered \$1.3 million to provide civil legal services for poor and elderly Oklahomans. Bill Paul has practice law in Oklahoma for four decades with Crowe & Dunlevy, and Conoco and served as President of the American Bar Association.

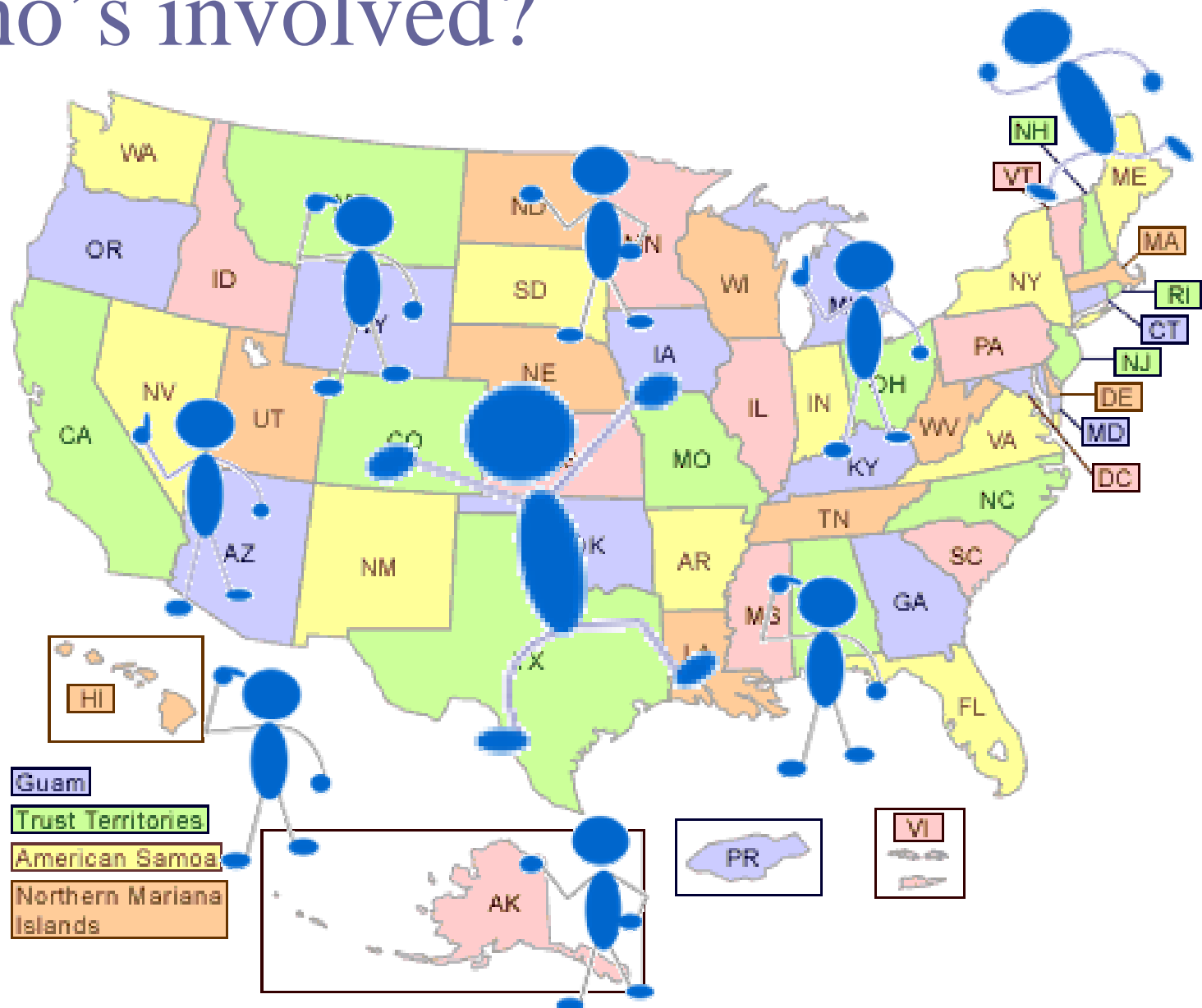
OKLaw.org
Legal info for the public

Participating Organizations:

Legal Aid Services of Oklahoma, Inc.

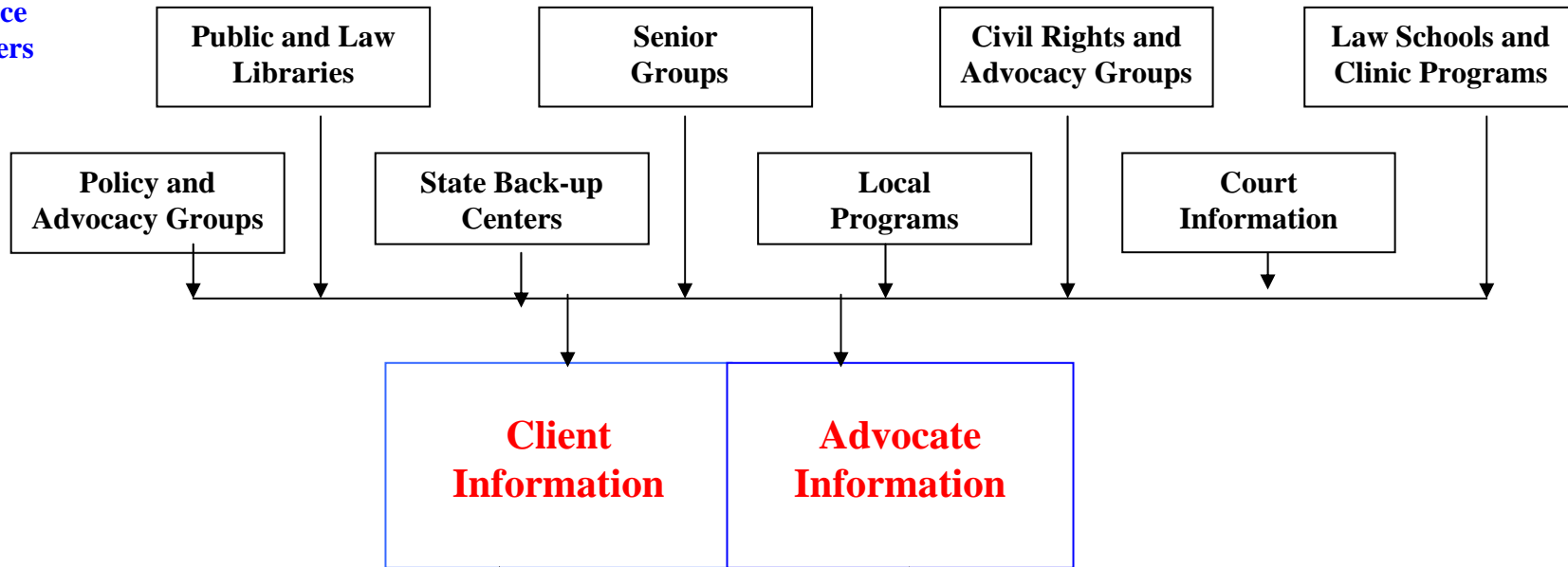
Resources for legal services and pro bono attorneys

Who's involved?

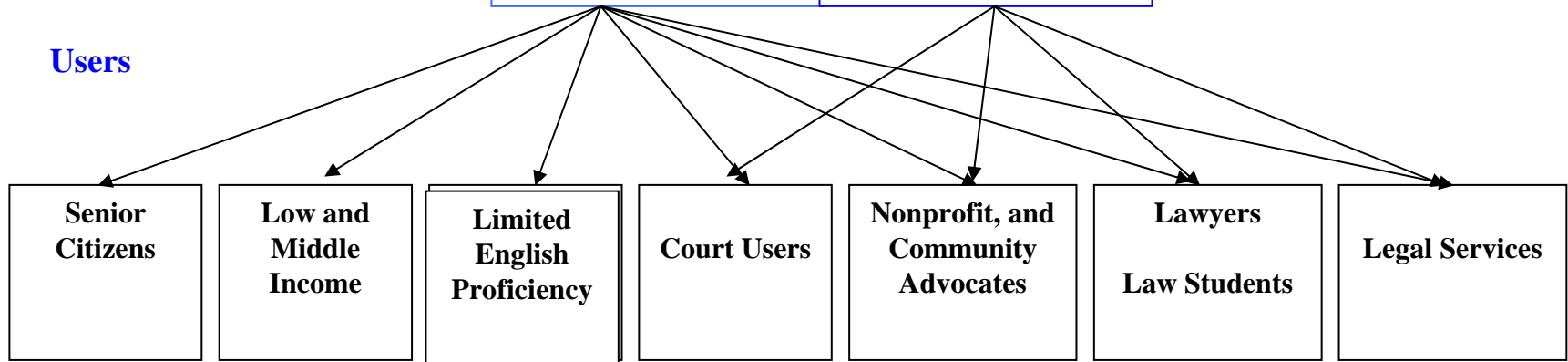


Who's involved?

Content and Resource Providers



Users





Part 2.

The **Why** of a Statewide Website

Why a statewide website?

- **2005 LSC Study, “Documenting the Justice Gap”**
 - 80% of low-income people with legal problems are not being served
 - ~1,000,000 cases rejected / year
 - 1 legal aid lawyer per 6,861 low income clients
 - vs. 1 lawyer per 525 people in general population

ABA legal needs study

- 80% of low-income people with legal problems are not being served
 - 50% can be served through very low-cost intervention (self-help materials, videos, multilingual, client education materials, public library links)
 - 35% can be helped with low-cost intervention involving a training non-lawyer
 - 10% need the help of an attorney, but intervention is low cost or not intensive
 - 5% need full-range, high cost legal representation

Source: Legal Needs and Civil Justice: A Survey of Americans, ABA Division For Legal Services. 1994 and/or Findings of the Comprehensive Legal Needs Study, ABA Division For Legal Services. 1994

Challenges to meeting those needs

- ❑ **Direct services by legal service organizations** – too few people, too little time, too little funding.
- ❑ **Pro bono assistance** – Lack of expertise in poverty law areas, not enough support, overcoming hurdles to volunteering
- ❑ **Lay advocates** – education resources and other information not readily available



Part 3.

But wait...

Does the Internet
Really Work?

Trends in technology use

□ Who is online?

- Between **30-50%** of people from household incomes less than \$15,000 go online (Source: U.S. Dept. of Commerce and Pew Internet and American Life Project)
- Low-income persons are fastest growing population to use the Internet
- 40% of people not currently online believe they will go online in the future – tend to be younger, urban, poor and non-white
- Low income people tend to use Internet for self-betterment (jobs, school) and expanding networks and information. (Source: Pew Internet & American Life Project, <http://www.pewinternet.org/index.asp>)

Trends in technology use

But as more people go online, are they finding what they need?

- ❑ Lack of most urgently needed local information

impacts ~ 21 million Americans

- ❑ Literacy barriers

Impacts ~ 41 million Americans

- ❑ Language barriers

Impacts ~ 32 million Americans

(Source: The Children's Partnership, Online Content for Low Income and Underserved Americans,
<http://www.contentbank.org/AM/Template.cfm?Section=Home3&TEMPLATE=/CM/ContentDisplay.cfm&CONTENTID=8194>)

Trends in technology use

- ❑ I would use an internet-based system to search for work (52%)
- ❑ I would use an internet training and online resource systems (46%)
- ❑ I would register for an internet-based system that matched me with clients (42%)

-- The Future of Pro Bono in New York, New York State Unified Courts, January 2004

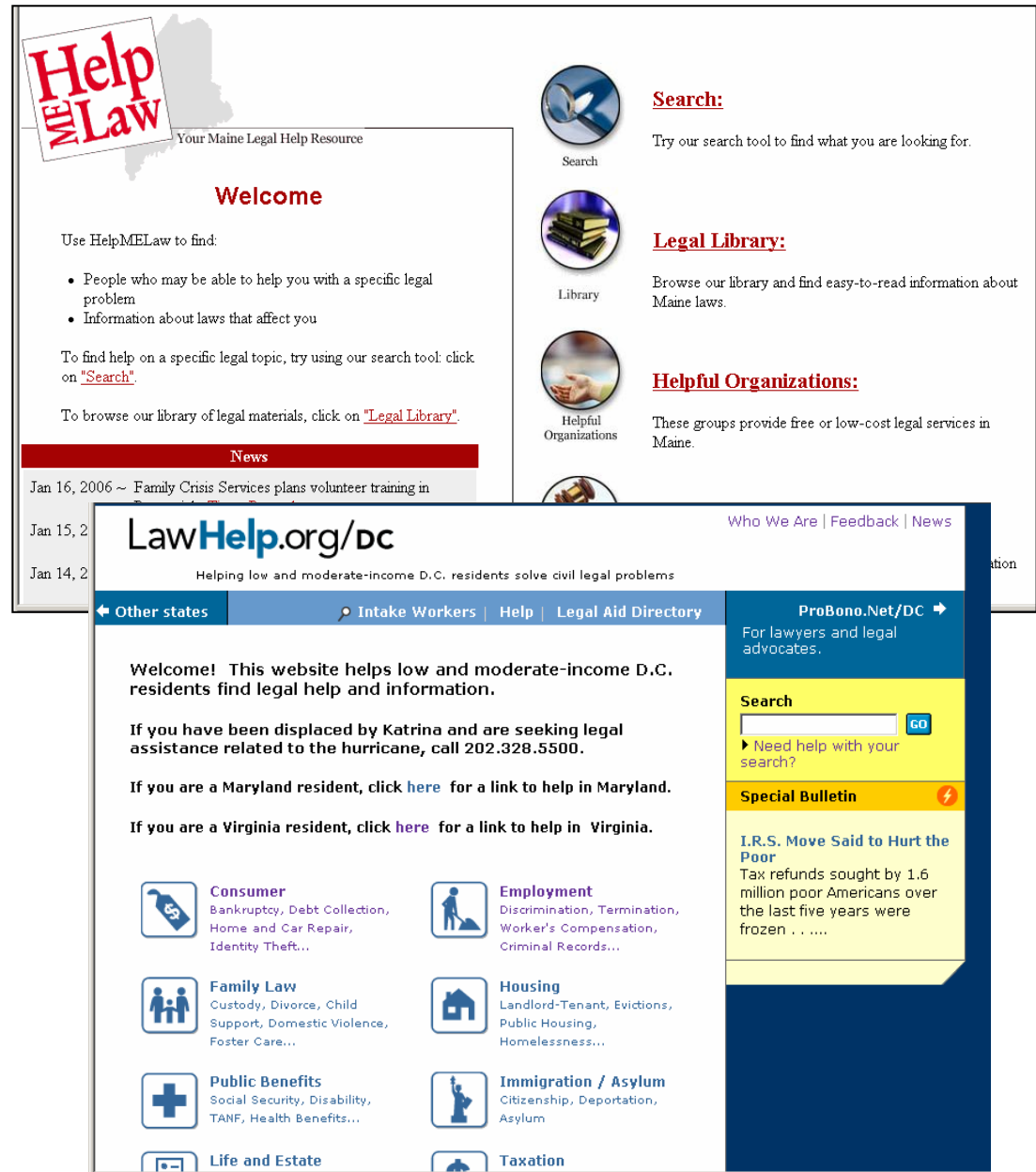


Part 4

The **How** of a Statewide
Website:
The Client Portal

Client sites

- ❑ Credible, reliable information
- ❑ Free – no membership or subscription
- ❑ Designed for easy use and navigation
- ❑ Easy to read
- ❑ Part of national network



Other examples

AlaskaLawHelp.org
Helping Alaskans find answers to their legal problems

Who We Are | Feedback | News

Language: **GO**

[LawHelp for Other States](#) | [Referral Locator](#) | [Help](#) | [Directory](#)

Providing Legal Information and Referrals for Alaska

Self-Help Slide Shows **GO**

- Family and Life Planning**
Divorce, Custody, Support, Adoption, Guardianship, Wills, Health Care Directives
- Protection From Abuse**
Domestic Violence, Child Abuse, Elder Abuse, Help for Military Families
- Disability**
Rights of People with Disabilities
- Motor Vehicles**
Police Stops, Insurance, DUI, Accidents
- Employment, Discrimination, and Wages**
Work and Employment Issues
- Native American Issues**
Indian Child Welfare Act, Tribal Courts, Hunting and Fishing Rights
- Immigration**
Immigration and Naturalization
- Public & Health Benefits**
Income and Health Benefits, Veterans Benefits, Social Security/SSI/SSDI
- Consumer**
Collection, Bankruptcy, Taxes, Credit, Loans, PFD
- Housing**
Landlord-Tenant, Public Housing, Foreclosure
- Seniors**
Health, Wills & Estate, Caregiver Information
- Individual Rights**
Civil Rights, Prisoner, Victim's Rights
- The Legal System**
Civil and Criminal Justice, Information, Resources

Arkansas Legal Services Partnership
A Nonprofit Organization

[Español](#) | [Member Login](#) | [Search](#)

Legal Library

The Online Legal Library is your Virtual Law Office. In the Online Legal Library you will find fact sheets and sample forms for many different types of legal issues. Follow the **1-2-3 Steps to Legal Self Help** to help find and use the legal information you need. We will be posting more information as it becomes available. Please read our [disclaimer](#) below. [Click here for Spanish \(Haga clic aquí Español\)](#)

STEP 1: Pick a category from the menu below that best matches your legal issue. Click on the link for a more specific list of legal topics. Or type in key words for your legal issue into the search bar below.

Search By Keyword : **Search Now >>**

- [Office Locations](#)
- [Help Line](#)
- [FAQ](#)
- [Legal Library](#)
- [About Us](#)
- [Glossary](#)
- [Training & Events](#)
- [Contact Form](#)
- [News](#)
- [Donations](#)
- [Pro Bono](#)
- [Employment](#)
- [Research Tools](#)
- [Home](#)

Arkansas Legal Services Programs
Center for Arkansas Legal Services
303 W. Capitol, Suite 200
Little Rock, AR 72201
(501) 376-3423
fax (501) 376-3664
Legal Aid of Arkansas

- [Consumer](#)
- [Elder Law](#)
- [Education](#)
- [Employment](#)

Other examples

Legal Services Law Line of Vermont Vermont Legal Aid

Vermont Law Help

Search This Site

Vermont's Free Legal Help Website

[Home](#) | [Laws](#) | [Free Legal Help](#) | [Helpful Groups](#) | [Courts](#) | [News](#) | [Print This Page](#)

Free legal information, forms, and links to legal and other help and to Vermont's Courts.

**Housing**

**Health**

**Small Claims**

**Disability**

**Benefits**

**Abuse**

**Education**

**Family**

**Work**

**Youth**

**1040 W2**

**60+**

Washington LawHelp

Tocante Nosotros | Comentarios | Noticias

Encuesta de Usuario

[Click aquí para inglés](#) [GO](#)

Ayudando a Personas de Bajos Ingresos Encontrar Soluciones a Problemas Legales Civiles

Otros Estados

Ayuda

Para mayor información, escoja un tema abajo. Este sitio Web tiene muchos recursos legales en español, pero no todos los recursos del sitio Web en inglés han sido traducidos al español.

**Ley Familiar**
Disolución, Planes de Padres, Manutención de Niños

**Consumidor / Deuda**
Deuda, Préstamos, Colección, Crédito, Bancarota

**Beneficios Gubernamentales**
Dinero & Asistencia de Salud

**60+**
Salud y Programas de Cuidado de Largo Plazo, Custodia

**Inmigración**
Llegar a Ser un Ciudadano de los EEUU, Visas, Beneficios Públicos

**Más Información Legal**
Formularios de la Corte, Glosario, Conexiones de Traducción

**Alojamiento**
Problemas de Inquilino y Propietario, El Desalojo

**Violencia Domestica & Antihostigamiento**
Formularios, Instrucciones y Como Obtener Ayuda

**Salud**
Consiguiendo Cuidado de Salud, Sus Derechos

**Jóvenes & Educación**
Emanipación, Educación Especial, Disciplina, Padres Adolescentes

**Empleo / Derechos de los Trabajadores del Campo**
Ganancias, Discriminación

Investigar

[GO](#)

[Need Help with Your Search?](#)

Boletín Especial



Information for People in Hurricane-Affected Areas
A collection of helpful links to information about getting housing, monetary assistance and other resources.

Katrina Legal Aid Resource Center Now Open!
Resources for victims of the hurricane, for legal aid and defender programs, and for private attorney volunteers.

Usted está aquí:
WA

[Elja otro lugar](#)

Recursos en otros idiomas:

[العربية](#)

[Chinese](#)



Part 4


The **How** of a Statewide Website:

The Advocate Portal

Advocate sites

□ Support for attorneys through knowledge-sharing and networking

probono.net/ok Oklahoma Lawyers Making Equal Justice for all a Reality



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Practice Areas:
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[Asylum Law](#)
[Death Penalty](#)
[Healthlaw](#)
[Prisoners' Rights](#)
[Self Help Support](#)
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[Advanced Search >](#)

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OKLaw.org
Legal info for the public

Participating Organizations:
Legal Aid Services of Oklahoma, Inc.

Search

Quick Links

Do You Need Legal Help?

▶ Home ▶ Advocate Website ▶ Public Website


[Printer Friendly Version](#) [Email to a Friend](#)

Welcome

This site is a one-stop resource for Ohio attorneys who are interested in pro bono. Whether you are a current volunteer, a prospective volunteer, or a pro bono professional, you can find helpful information here.

If you are looking for a volunteer opportunity, please visit our [searchable directory](#) of pro bono programs.

Special thanks to the [Ohio Legal Assistance Foundation](#) for maintaining this site.



Ohio Supreme Court Chief Justice Thomas J. Moyer (center) joins

Other examples

TexasLawyersHelp.org Texas Lawyers Serving the Public Good.

Civil Law

[Texas Home](#)
[Logout](#)
[Civil Law:](#)
[Home ▶](#)
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[Practice Areas:](#)
[Asylum Law](#)
[Corporate Counsel Volunteers](#)
[Death Penalty](#)
[Disaster Relief](#)

[Admin:](#)

Welcome to the Civil Law Practice Area!

In order to access this area of the website, you must be a member of the Civil Law practice area.

Membership to the Civil Law practice area is limited to staff of Texas-based programs funded by LSC or the Texas Equal Access to Justice Foundation and Texas attorneys and paralegals currently volunteering with a Texas pro bono program.

[Advanced Search ▶](#)

[TexasLawHelp.org](#)
Legal info for the public

Participating Organizations:

[Texas Legal Services Center](#)

[Group Listservs](#)
[Calendar of Events & Training](#)
[Resources from Texas Lawyers' Assistance Program](#)


Library
[Submit Resource](#)
Help build the civil law library

**Not a Member?
Join Now!**

[Asylum Law](#) and [Death Penalty](#) are national practice areas. Visit them to learn more or apply for membership.

Visit [Probono.net](#) for other national practice areas including Health Law,

MDJUSTICE.ORG Maryland Public Interest Law Web

[New Registration](#) [Member Login](#)
[Members, forgotten your password? click here](#)

Welcome . . .

This site is designed as a forum for Maryland lawyers and advocates serving the poor. We welcome staff of legal services programs, the pro bono private bar and community advocates. The mission of the site sponsors is to provide a platform for increased collaboration, coordination and information sharing among the many public interest law advocates in Maryland.


This site was not designed for the public. A companion project, the [People's Law Library of Maryland](#), offers legal information and forms to the public on matters of public interest.

The Pro Bono Resource Center and MLAN maintain the Maryland legal services **Events and Training calendar**. MDJustice Members can post calendar items. Non-members may view the [Calendar](#).

This web is sponsored by the [Maryland Legal Assistance Network \(MLAN\)](#) in partnership with the Maryland community of legal services providers, through a grant from the [Open Society Institute](#) and ongoing funding from the [Administrative office of the courts](#) and the [Maryland Legal Services Corporation](#).



Part 5.

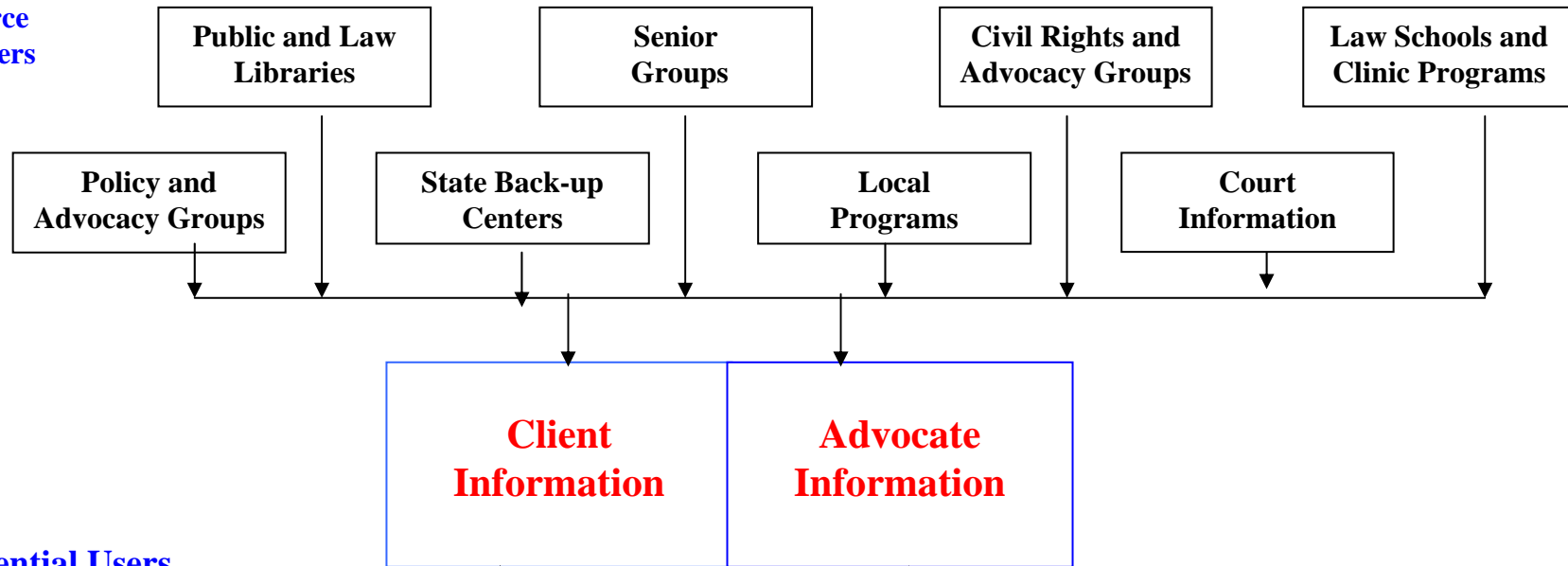
What's Next for Statewide Websites?

What's next?

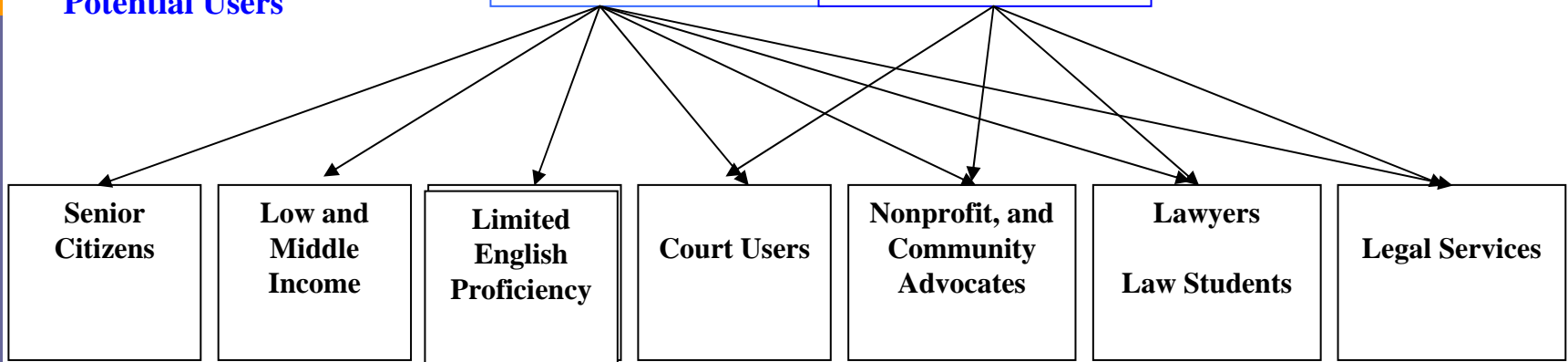
- Document-assembly / HotDocs
- Webcasting
- Multimedia content development
- Live Help
- Expanded content-sharing
- Significant expansion of non-English resources in many states
- **You tell us!**

Further integration with delivery systems

Potential Content and Resource Providers



Potential Users





Thank you!
Questions?